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FY14 Q4 Quarterly Report
Implementation Period: January – March 2014
Emergency Assistance to Conflict-Affected Populations-III
(EACAP III)

COUNTRY CONTACT	HEADQUARTERS CONTACT	PROGRAM SUMMARY	
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1. Program Overview

The EACAP-III program builds upon Mercy Corps' previous OFDA-supported humanitarian programs implemented since July 2008 in the Province of North Kivu and since August 2009 in the Orientale Province. EACAP-III provides essential emergency water, sanitation and hygiene support to over 100,000 Internal Displaced Persons (IDP) and host communities in Mweso, Karisimbi, Kashuga, Kitchanga and Nyiragongo areas (Territories of Masisi and Rutshuru in North Kivu). It also expands on the work in camps to provide economic recovery support to 1,080 camp residents (200 households) in order to build their autonomy and self-reliance. The program promotes self-sufficiency strategies to increase the implication of camp residents in the management of water and sanitation services and to decrease the dependence on external support for these services. These strategies seek to build the resilience of conflict-affected populations by strengthening their adaptive capacity and reducing the vulnerability of local communities to the shocks that accompany recurrent crises.

Award-level Beneficiaries

Cumulative Period Targeted		Reporting Period Reached		Cumulative Period Reached	
Total	IDP	Total	IDP	Total	IDP
100.000	100.000	232,274	209,124	243,761	237,761

2. Contextual Update

The momentary optimism known after the withdrawal of M-23 from the Territory of Rutshuru and Nyiragongo (North Kivu) has begun to fade as the fighting continues between various rebel groups in the region. The Armed Forces of the DRC (FARDC) continue to receive logistical support from MONUSCO with direct interventions by the Intervention Brigade Force (FIB) of MONUSCO. In mid-February 2014, fighting between FARDC and APCLS intensified in western Masisi. The APCLS attempted to

seize the city of Lukweki, resulting in the use of heavy weapons. Thousands of people are currently fleeing the conflict, and finding refuge in IDP camps.

2.1. Security

The security situation remains precarious, characterized by tensions that persist on routes where FARDC are pursuing APCLS and other Mayi Mayi-Nyantura groups. In the area of Kitchanga (80 km northeast of Goma), ongoing tensions between the FARDC and elements of the Patriotic Alliance for a Free and Sovereign Congo (APCLS) resulted in armed clashes on January 17 and 18. Clashes happened in the localities of Ngingwe, Butsaluitsi, Kibarizo, Matovu and Muhanga, causing a movement of population towards Kitchanga center. On their way, elements of the armed forces and armed groups looted and burned nearly 250 huts in travel sites and villages in this area. Clashes between Mayi-Mayi, elements of APCLS, January Karairi and other FARDC were reported in Ngingwe, Muhanga, Kibarizo and Bashali Mokoto during the month of February 2014. These clashes have caused several movements of populations and several damages were recorded, including the burning of houses, looting, summary and extrajudicial executions, arbitrary arrests and other human rights violations. Tarpaulins and latrine maintenance kits in Muhanga and Mukoto IDPs camps were stolen following these clashes. After the situation stabilized, Mercy Corps was able to assess the damage in Muhanga and Mukoto camps and along the Mpati - Kivuye and Nyange axis.

2.2. Movements of Population

OCHA (Weekly Humanitarian Bulletin) estimated that by the end of March 25, 2014 there were 1,076,745 displaced persons in North Kivu, many of whom that have been displaced since January 2009. As in previous months, insecurity created by armed conflict remains the main cause for population movements in the province. Specific reasons are as follows:

- Clashes between Mayi -Mayi belonging to the Congolese Defense Forces (CDF) and Nyatura in Masisi.
- Clashes between the Armed Forces of the Democratic Republic of Congo (FARDC) and the Patriotic Alliance for a Free and Sovereign Congo (APCLS) in Masisi.
- Clashes between FARDC and armed group Allied Democratic Forces (ADF) in the territory of Beni.

Nyiragongo and Goma:

In Goma, the number of IDPs has decreased by 11%, or 15,279 people, compared to January 2014. This decrease is due to updated statistics of displacement in the sites around Goma. Surveys conducted in February 2014 showed that the number of households intending to return to their place of origin is around 14%:

- 182 households or 1,029 individuals in Lac Vert camp would like to return to their place of origin
- 589 households or 2,139 individuals in Mugunga I would like to return to their place of origin.
- 132 households or 561 individuals in Bulengo
- 25 households or 44 individuals in Buhimba

Mweso health zone

From the 21st to the 23rd of February 2014, the local authorities in Kitchanga recorded 1,595 displaced households (nearly 8,000 people) in the city of Kitchanga and Mungote and Kahe IDPs camps. These households arrived in two waves from localities and villages Ngingwe, Mokoto, Kibarizo, Muhanga following fighting that occurred between January and February 2014.

Return of armed groups in their areas of origin

The return of demobilized armed group elements from the Bweremanan cantonment center (along the Sake-Bukavu axis) to their communities of origin – where they are forming and/or joining armed groups, suggests renewed harassment and protection incidents against civilians. In Rutshuru territory and in Mweso health zone, many elements from different armed groups are trying to return to their villages on Kiwanja-Ishasha axis at Kashuga-Kalembe and various sources have already reported widespread looting and murder in these areas.

3. Performance Summary

Sector 1: Water, Sanitation and Hygiene (WaSH)

Between January and March 2014, the program has focused on two main interventions: (1) response, through a local partner organization, Yme Grand Lacs (YGL), aimed at restoring access to drinkable water in the highly vulnerable areas of return of Kibumba and Kibati, Nyiragongo Territory, Nyiragongo, following the defeat of the M23 rebel group; (2) the completion of feasibility studies of the water system in Mungote. WASH activities were maintained in camps to ensure standards were met. Mercy Corps continued to ensure access to clean drinking water (an overall average of 16.0 liters of clean water/person/day was provided within all targeted camps, well beyond the North Kivu WASH Cluster standard of 5 liters/person/day), hygienic sanitation facilities (reaching a ratio of 42 persons per latrine, therefore achieving the North Kivu standard of 1 latrine for 50 people), and hygiene education activities in 21 IDP camps in Mweso, Birambizo and Karisimbi Health Zones. During this period, Mercy Corps continued to support YGL in addressing the increased water needs in Mugunga I, III and Lac Vert IDP camps on the outskirts of Goma. In total, the project provided essential WASH services to approximately 232,274 conflict-affected individuals included IDPs and host communities during this reporting period. *See more details in the annexes: progress against indicators and population size Annex 1.*

Sector 2: Economic Recovery and Market Systems (ERMS)

The Catholic Church Muungano in Goma was selected according to Mercy Corps' competitive procedures to conduct technical training in dressmaking and carpentry for 200 beneficiaries of livelihood activities from four camps around Goma (Mugunga I, Bulengo, Buhimba, Lac Vert) and three camps in Mweso health zone (Muhanga, Kahe and Ibuga). The theoretical and practical training will be launched following the signature of the service contract.

4. Narrative of Achievements in Quarter, challenges and lessons learned per sector

Sector 1: Water, Sanitation and Hygiene (WaSH)

1. Achievements

From January to March 2014, Mercy Corps continued to ensure access to clean drinking water, sanitation facilities, and hygiene promotion support in 21 IDP camps in Masisi, Rutshuru and Nyiragongo territories and five camps outside of Goma (Mugunga I, Mugunga III, Lac Vert, Bulengo and Buhimba) targeted by the program. Specific accomplishments during the reporting period include:

Water Provision and Support:

- Daily water trucking in Mugunga I IDPs camps;
- Continued management of three water pumping, treatment, and distribution stations serving Mungote (137,981 liters/day), Buhimba (94,667 liters/day) and Bulengo (193,667 liters/day) IDP camps. Mercy Corps also provided 1565.5 liters of fuel per month to produce 10,322 m³ of drinking water. This water is distributed in the camps of Mugunga III (3,835 m³ per month), and Mugunga I in addition to water supplied by water trucking (2,410 cubic meters per month), for Mugunga district resident population (3,657 cubic meter per month and Lac Vert IDPs camps (420 cubic meters of water per month). All water systems operated and/or monitored by Mercy Corps adhere to a minimum of 0.5 mg/l of residual chlorine at all water points and 0.3 mg/l at household level; *See more details on water provision in Annex 2*
- Protection of two spring catchments at Kalembe Kalonge and Kalembe Remblai IDP sites. These constructions have resulted in increased water flow from 0.22L/second to 0.36L/second for Kalembe Remblai and 0.3 L/second at Kalembe Kalonge;
- Weekly random water testing at household and water point levels in Mugunga I, Buhimba, Bulengo, Lac vert and Mungote. Mercy Corps regularly carries out water testing activities to verify that water is potable and meets the North Kivu WASH Cluster standards, both at delivery points and at the household level;
- Mercy Corps has completed the topography and hydraulic study for a spring that will supply water to Mungote IDP camp through a gravity-fed water system;
- Activities to restore access to water in Nyiragongo in partnership with Yme Grands Lacs were launched including:
 - Presenting the project to target communities;
 - Sensitizing the communities to project objectives;
 - Clarifying the role and responsibilities of each during project implementation;
 - Starting rehabilitation of Burambo rainwater harvesting system;
 - Participatory definition of selection criteria and identification of beneficiaries for household rainwater harvesting systems;
 - Constructing rainwater harvesting systems for most vulnerable families;
 - Identifying schools and health centers where rainwater collection systems will be constructed; and,

- Construction of 9 new taps stands to extend the Bulengo (8 new tap stands) and Mungote (1 new tap stand) water systems. These activities allowed reducing the distance between the tap stand and the beneficiary households.

Sanitation Infrastructure:

- Construction of 326 new latrine stalls; *(see more details in Annex 3)*
- Rehabilitation of 425 existing latrines;
- Distribution of 190 latrine maintenance kits to the WASH committees, the RECOs or the Mères Chefs;
- Treatment and sealing of 705 full latrines in 20 camps;
- Construction of 129 new shower facilities; *(see more details in Annex 4)*
- Rehabilitation of 469 existing shower facilities; *(see more details in Annex 4)* and,
- Continued awareness-raising to promote self-management and encourage beneficiaries to maintain hygiene and sanitation facilities in their communities.

Hygiene Promotion:

- Weekly hygiene promotion sessions by the RECOs and Mercy Corps' community mobilizers, reaching 32,503 people;
- Dissemination of daily radio messages (with local radio Kibarizo and Tupendane Mweso) about good hygiene practices and the prevention of cholera; and,
- Distribution of 208 bags of powdered soap.

Waste Management:

- Mobilization of camp communities to empty 162 waste pits. *(see more details in Annex 6)*

General WaSH Management:

- 105 focus groups with camp committees and inhabitants on WASH related issues in the camps;
- Reduction of cholera vector transmission through:
 - Lime treatment of latrines in Muhanga and Mukoto IDPs camps;
 - Channeling and elimination of stagnant waters in four camps around Goma;
 - After the resumption of activities in Muhanga and Mukoto IDPs camps, Mercy Corps disinfected both camps. 259 households and 191 health facilities were systematically disinfected and limed to avoid the spread of disease after the war between armed rebel groups and the FARDC; and,
- Systematized data collection to ensure effective monitoring of the project.

2. Challenges and Lessons Learned***1. Problem of access due to poor road network and insecurity***

In Masisi, displaced persons and host communities along the axis of Mpati-Kivuye and Nyange may be denied humanitarian assistance if the rehabilitation of roads is not undertaken. Following the heavy rains that fell during the fourth quarter of the project, alternative roads to go to Mpati – such as Mweso-Bweru-Mpati – are increasingly deteriorating due to mudslides and flooding. Other routes to Mpati are no longer passable because of their poor condition.

The clashes between APCLRS armed groups and the ARDC in January, 2014 have led to the suspension of humanitarian activities in the localities of Mukoto and Muhanga. This lasted until March, 2014.

The MONUSCO contingents officially left Mpati on March 31, 2014 to be replaced by the Congolese Army (FARDC). The MONUSCO's departure has led humanitarian organizations to cancel field trips and observe the evolution of the security situation. Mercy Corps continues to check security trends with a variety of stakeholders in the area prior to sending field teams to Mpati.

2. Increase in population numbers during project implementation

The camp population has dramatically increased from 100,000 to 209,214 people since the beginning of the project. Needs for latrines and other sanitation facilities are higher than anticipated in the original proposal, which makes it difficult to maintain WASH Cluster standards throughout project cycle with the same approved budget. Mercy Corps is encouraging latrines displacement or re-use of the material in good condition recovered from the sealed and treated latrines in order to address the growing needs.

3. Loss of construction materials

After activities resumed in Muhanga and Mukoto IDPs camps, Mercy Corps conducted a needs assessment in both IDPs camps. The assessment found that construction material such as lumber for new latrines as well as maintenance kits had been stolen following insecurity in the area. Maintenance kits were immediately replaced with other kits. Some tarpaulins were also replaced using a donation from the WASH Cluster/UNICEF. In order to compensate for the stolen lumber, Mercy Corps proposes to increase the practice of reusing latrine super-structures over new pits (rather than constructing new structures) to cover gaps and maintain WASH Cluster standards.

Sector 2: Economic Recovery and Market Systems

1. Achievements

Mercy Corps is finalizing preparations to carry out a vocational training program focused on carpentry and tailoring, to help 200 displaced individuals selected last quarter to pursue new livelihoods opportunities. 158 sewing kits and 42 carpentry kits have been purchased and stored – these kits will be distributed to participants following successful completion of the training curriculum. The tailoring kits are comprised of a Singer sewing machine, oil, black sewing thread, white sewing thread, khaki sewing thread, scissors, needles, hand-crafted flatiron, and fabric. Carpentry kits include a clamp, a plane, a bow saw and a regular saw, scissors, a carpenter hammer, a set square, a measuring tape and a file.

2. Challenges and Lessons Learned

After the selection of the beneficiaries of the livelihoods activities, Mercy Corps launched a tender to identify an organization which would provide technical training in tailoring and carpentry. Following this competitive selection process, the Catholic Church Muungano was selected to lead these trainings, given their proven experience in adult education and business training. The association was created in 1979 and

has received technical support from UNESCO. They closely work with the Provincial Division of Social Affairs for the Youth, and benefit from strong community support. After consulting with Mercy Corps, this organization identified the additional challenge for individuals with low literacy and numeracy to build skills related to precise measurement, as would be necessary in the selected trades. Therefore, the association recommended that certain beneficiaries also follow adult literacy courses, and 54 women were selected to benefit from adult literacy support in addition to their technical training.

5. Monitoring and Evaluation

Data on WASH activities is collected within the camps on a monthly basis by the WASH management committees trained by Mercy Corps. These committees have been trained to report on the state of physical infrastructure in the camps, identifying infrastructure to be rehabilitated and other needs for WASH activities. Mercy Corps carries out regular monitoring and verification of WASH activities in North Kivu and verifies information received or requested from other agencies in the field, monitoring progress against project indicators on a continuous basis. Mercy Corps relies on official population statistics released by DRC and The National Commission of Refugees (as camp managers), UNHCR, UNOPS, and the Government of North Kivu every month (often coordinated through the Camp Coordination and Camp Management – CCCM Working Group) in order to estimate infrastructure needs in accordance with North Kivu WASH standards. The program team also participates in coordination meetings to stay abreast of cross-sector issues and events which concern the target IDP camps.

6. Coordination

Mercy Corps regularly participates in the following coordination meetings in order to ensure coherence in program implementation strategies and that needs are covered as effectively as possible and:

- The WASH Cluster in Goma;
- Working groups for camp coordination and management in Goma organized by UNHCR;
- The Working group for IDPs site coordination and management in Goma organized by OIM;
- Weekly coordination meetings organized by OCHA and UNHCR in Kitchanga;
- Bi-weekly coordination meetings organized by National Commission for Refugees (camp manager in Mweso-Birambizo Health Zones); and,
- The cholera working group to harmonize approaches and tools for cholera response.

7. Conclusion

In total, the project provided essential WASH services to approximately 232,274 conflict-affected individuals including 209,124 IDPs. Mercy Corps emergency WASH team's efforts during this reporting period were geared toward completing pending sanitation construction activities and distribution of latrine maintenance kits, especially in camps like Muhanga and Mukoto that had been damaged due to armed conflict. Yme Grands Lac (YGL), Mercy Corps' partner organization, launched activities

to restore access to drinkable water in highly vulnerable areas of return in Kibumba and Kibati, Nyiragongo Territory.

During the next quarter, Mercy Corps plans on focusing on activities that have been delayed, such as the purchase and installation of pipes for the gravity-fed water system in Mungote, the restoration and improvement of rainwater harvesting in Nyiragongo Territory, and the technical trainings for livelihood beneficiaries. In order to complete these activities, Mercy Corps has submitted a request for a two-month no-cost extension to OFDA.